

To: Jordan, John[Jordan.John@epa.gov]
From: Engels, Alan
Sent: Fri 8/14/2015 8:15:33 PM
Subject: RE: Bandwidth to FOIAonline Systems

Thanks Tony,

It is getting worse this afternoon. Even after a restart. I will check in with you on Monday.

Alan V.J.S. Engels

FOIA Officer

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Engels.Alan@EPA.GOV

From: Jordan, John
Sent: Friday, August 14, 2015 1:30 PM
To: Engels, Alan
Cc: Duran, Matt
Subject: Re: Bandwidth to FOIAonline Systems

Alan,

Sorry for the delayed response. Are you still having this issue?

There's not a lot we can do. Bandwidth and computer performance are largely beyond our control because of the complexity of the system. We can't, for instance, go in and track who's using the most bandwidth and tell them to knock it off.

On the computer side I suggest doing the classic shutdown and restart. Try closing as many applications as you can; only use the ones you absolutely need open right now. The same is true for tabs in the browser, only have the ones you need right now open. Don't tell anyone, but you can try shutting down your computer in the evening and then turning it back on without logging in. I've found that sometimes helps prevent my computer from running slowly. There's no logical explanation for it but I'd swear it sometimes works.

On the network side there's not really anything you can do. EPA's networks are getting hit pretty hard due to the Gold King incident and I've noticed I'm getting significant slowing when dealing with nationally hosted databases and documents.

If this continues on Monday I'll try to have a service desk tech stop by and check the process monitor on your computer to see if they notice any significant slow downs they can address.

John "Tony" Jordan

From: Engels, Alan
Sent: Friday, August 14, 2015 10:55 AM
To: Jordan, John
Cc: Duran, Matt
Subject: Bandwidth to FOIAonline Systems

Tony:

Spoke with Matt who suggested I email you. There has been greater lag time when I am working in FOIAonline. I have checked with the FOIAonline Helpdesk and they say there are no issues on their side and that the issue is with the Bandwidth from our servers to them.

As a result, many processes are taking 10-15 times longer to process. In the case of uploading documents it is much greater. It used to take 5 minutes to upload 100 documents, currently it is taking 10 minutes to upload one (If the FOIA site did not log me off for inactivity during the upload).

Any suggestions on how we can fix the issue.

Alan V.J.S. Engels

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